

WHAT IS CLAIMED IS:

1. In a testing system, a method for routing a plurality of in-coming inquiries initiated by a plurality of users, each of said users having previously 5 provided a specimen for evaluation to a testing facility prior to making an incoming inquiry, said evaluation of said specimen yielding test result information, said test result information being associated with a personal identification code, said personal identification code being associated with a code database comprising a plurality of codes in which at least one sub-set of said plurality of codes is associated with a code 10 lot, the method comprising the steps of:

receiving an inquiry initiated by one of said users;
prompting said user to transmit said personal identification code;
receiving said personal identification code;
determining whether said personal identification code input by said 15 user is associated with a code lot;
from among a plurality of inquiry handlers, including at least one inquiry handler associated with said code lot, selecting an inquiry handler associated with said lot if said personal identification code is determined to be associated with said lot; and
20 routing said inquiry to the selected inquiry handler.

2. A method according to claim 1, further comprising the step of retrieving in response to said personal identification code test result information associated with said personal identification code.

25
3. A method according to claim 2 further comprising the step of providing said test result information to said user.

4. A method according to claim 2, wherein said step of retrieving test result information is performed prior to routing said inquiry to said selected inquiry handler.

5 5. A method according to claim 1, wherein said code database includes a plurality of code lots.

6. A method according to claim 5, wherein at least two of said code lots are exclusive of common codes.

10 7. A method according to claim 1, wherein for at least one code lot, said plurality of inquiry handlers includes a plurality of inquiry handlers associated with said code lot, said method further including the step of selecting an inquiry handler from among the plurality of inquiry handlers associated with said lot.

15 8. A method according to claim 7, the method including the step of selecting one of said inquiry handlers associated with said lot based upon said test result information.

20 9. A method according to claim 8, wherein said plurality of inquiry handlers for said lot includes at least one live inquiry handler and at least one automated inquiry handler.

10. A method according to claim 1, wherein said inquiry is made via
25 electronic communication.

11. A method according to claim 3, wherein said test result information is provided to said user via electronic communication.

12. A method according to claim 1, wherein some of the codes in said code database are not associated with a lot, said plurality of inquiry handlers including at least one non-lot-specific inquiry handler.

5 13. A method according to claim 12, said plurality of inquiry handlers including a plurality of non-lot-specific inquiry handlers, the method including the step of selecting one of said non-lot-specific inquiry handlers if it is determined that said personal identification code input by said user is not associated with a lot.

10 14. A method according to claim 13, the method including the step of selecting one of said non-lot-specific inquiry handlers based upon test result information.

15 15. A method according to claim 1, wherein said code database comprises a plurality of code lots, wherein at least one of said plurality of inquiry handlers is associated with plural code lots.

20 16. A method according to claim 1, wherein said specimen is a medical specimen and said evaluation is a medical evaluation.

25 17. A method according to claim 16, wherein said evaluation is an evaluation for HIV.

18. A method according to claim 16, wherein said evaluation is an evaluation for hepatitis.

25 19. A method according to claim 1, wherein said specimen is an environmental specimen and said evaluation is an environmental evaluation.

20. A method according to claim 1, wherein said plurality of inquiry
handlers comprises at least one common inquiry handler provided with instructions
associated with said code lot, wherein said step of selecting an inquiry handler
comprises selecting instructions for said common inquiry handler.

5

21. In a testing system, a method for routing a plurality of incoming
inquiries initiated by a plurality of users, said users submitting test specimens for
evaluation to a testing facility, each of said users being associated with a personal
identification code, said personal identification code being associated with a code
10 database comprising a plurality of codes in which at least one subset of said
plurality of codes is associated with a code lot, the method comprising the steps of:
receiving an inquiry initiated by one of said users;
prompting said user to transmit said personal identification
15 code;
receiving said personal identification code;
in any order
querying said user as to whether said user desires counseling;
and
20 determining whether said personal identification code input
by said user corresponds to a code lot;
from among a plurality of counselors, including at least one
counselor associated with said lot, selecting a counselor associated with
said lot if said personal identification code is determined to be associated
with said lot; and
25 routing said inquiry to said counselor.

22. A method according to claim 21, further comprising the step of
providing counseling to said user.

23. A method according to claim 21, wherein said code database includes a plurality of code lots.

24. A method according to claim 23, wherein at least two of said code
5 lots are exclusive of common codes.

25. A method according to claim 21, wherein for at least one code lot, said plurality of counselors includes a plurality of counselors associated with said code lot, said method further including the step of selecting a counselor from
10 among the plurality of counselors associated with said lot.

26. A method according to claim 25, wherein said plurality of counselors for said lot includes at least one live counselor and at least one automated counselor.
15

27. A method according to claim 21, wherein said inquiry is made via electronic communication.

28. A method according to claim 22, wherein said counseling is provided to said user via electronic communication.
20

29. A method according to claim 21, wherein some of the codes in said database are not associated with a lot, said plurality of counselors including at least one non-lot-specific counselor.
25

30. A method according to claim 29, said plurality of counselors including a plurality of non-lot-specific counselors, the method including the step of selecting one of said non-lot-specific counselors if it is determined that said personal identification code input by said user is not associated with a lot.
30

31. A method according to claim 21, wherein said code database comprises a plurality of code lots, wherein at least one of said plurality of counselors is associated with plural code lots.

5 32. A method according to claim 21, wherein said specimen is a medical specimen and said evaluation is a medical evaluation.

33. A method according to claim 32, wherein said evaluation is an evaluation for HIV.

10 34. A method according to claim 32, wherein said evaluation is an evaluation for hepatitis.

15 35. A method according to claim 21, wherein said specimen is an environmental specimen and said evaluation is an environmental evaluation.

20 36. A method according to claim 21, wherein said plurality of counselors comprises at least one common counselor provided with instructions associated with said code lot, wherein said step of selecting a counselor comprises selecting instructions for said common counselor.

37. A method according to claim 21, wherein said inquiry is received prior to submission of a test specimen.

25 38. A method according to claim 21, wherein said inquiry is received prior to providing test result information to the user.

30 39. A method according to claim 21, wherein said user is queried as to whether said user desires counseling after said user has received test result information.

40. A method according to claim 21, wherein said user is anonymously identified by one of said personal identification codes.

5 41. A method according to claim 21, wherein said personal identification code is associated with the test specimen submitted by said user.

42. A method according to claim 41, wherein said user has a different personal identification code that is associated with user-identifying information.

10

43. A method according to claim 41, wherein said personal identification code is not associated with user-identifying information.

44. In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method comprising the steps in any appropriate order of:

receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number;

20

receiving an incoming inquiry initiated by one of said users;

obtaining test result information from a test specimen submitted to a testing facility by said user, said test specimen being identified by one of a plurality of second identification numbers;

25

prompting said user to transmit the second identification number associated with the user's test specimen;

querying said user as to whether said user desires test result information to be identified with the information specific to said user;

30

in response to an indication from said user that said user does desire said test result information to be identified with said information specific to said user,

prompting said user for said first identification number
associated with said information specific to said user;
receiving said first identification number from said user; and
associating said information specific to said user with said
test result information.

45. A method according to claim 44, further comprising the step of
routing said inquiry to an inquiry handler.

46. A method according to claim 45, further comprising the step of
providing test result information to said user.

47. A method according to claim 46, wherein said user is queried as to
whether said user desires said test results to be identified with said information
specific to said user after said test result information has been provided to said
user.

48. A method according to claim 44, further comprising the step of
testing said specimen to obtain said test result information.

49. A method according to claim 44, further comprising the steps of
providing a specimen collection kit to each of said plurality of users.

50. A method according to claim 44, further comprising the step of
assigning a first identification number to each of said plurality of users.

51. A method according to claim 50, further comprising the step of
providing a specimen collection kit to each of said plurality of users.

52. A method according to claim 51, wherein for at least one user, a first identification number is assigned prior to providing a specimen collection kit to said user.

5 53. A method according to claim 44, wherein said information specific to said user includes risk assessment information.

54. A method according to claim 53, wherein said information specific to said user does not include user-identifying information.

10

55. A method according to claim 53, wherein said information specific to said user includes user-identifying information.

15

56. A method according to claim 44, wherein said inquiry is made via electronic communication.

57. A method according to claim 46, wherein said test result is provided to said user via electronic communication.

20

58. A method according to claim 44, wherein said test is an environmental test.

59. A method according to claim 44, wherein said inquiry is an anonymous inquiry received from one user of a group of known users.

25

60. A method according to claim 44, wherein said test kit is a medical test and said test result information is medical information.

30

61. A method according to claim 60, wherein said test is a test for HIV.

62. A method according to claim 60, wherein said test is a test for hepatitis.

63. In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method comprising the steps in any appropriate order of:

- receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information;
- receiving an incoming inquiry initiated by one of said users;
- prompting said user to transmit said first identification number associated with said information specific to said user;
- obtaining test result information from a test specimen submitted to a testing facility by said user, said test specimen being identified by one of a plurality of second identification numbers;
- prompting said user to transmit said second identification number associated with the user's test specimen; and
- relating said test result information to said risk assessment information.

64. A method according to claim 63, wherein said user information specific to said user further includes user-identifying information, the method including the steps of:

- querying said user as to whether said user desires said user-identifying information to be associated with said test result; and
- if said user does desire said user-identifying information to be associated with said test result information, associating said user-identifying information with said test result information.

65. A method according to claim 64, wherein said user identifying information is related to said test result information by relating said user identifying information to said risk assessment information.
- 5 66. A method according to claim 63, further comprising the steps of:
 querying said user as to whether said user desires user-identifying information to be associated with said test result information,
 if said user does desire user-identifying information to be associated with said test result information, relating said user-identifying information to said test result information.
- 10 67. A method according to claim 66, further comprising the step of querying said user for at least a portion of said user-identifying information.
- 15 68. In a testing system, a method for handling a plurality of incoming inquiries from a plurality of users, the method comprising the steps in any appropriate order of:
 receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information;
 receiving an incoming inquiry initiated by one of said users;
 prompting said user to transmit said first identification number associated with said information specific to said user;
 obtaining test result information from a test specimen submitted to a testing facility by a user;
 querying said user as to whether said user desires user-identifying information to be associated with said test result information;
 in response to an indication from said user that said user desires user-identifying information to be identified with test result information,
- 20
- 25
- 30

associating user-identifying information with said test result information.

69. A method according to claim 68, further comprising the step of providing test result information to said user.

5

70. A method according to claim 68, further comprising the step of querying said user for at least a portion of said user-identifying information.

71. A method according to claim 68, wherein said information specific
10 to said user includes at least a portion of said user-identifying information.

72. A method according to claim 68, wherein said information specific
to said user includes risk assessment information.

15 73. A method according to claim 72, wherein said method includes the
step of associating said risk assessment information with said test result
information.

20 74. A method according to claim 72, wherein said method includes the
steps of:

querying said user as to whether said user desires risk assessment
information to be associated with said test result information, and
associating said risk assessment information with said test result
information if said user indicates that said user desires said test result
25 information to be associated with said risk assessment information.

75. In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method comprising the steps in any appropriate order of:

receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information;

- 5 receiving an inquiry initiated by one of said users;
 prompting said user to transmit said first identification number associated with said information specific to said user;
 obtaining test result information from a test specimen submitted to a testing facility by said user; and
10 associating said test result information with said risk assessment information.

76. A method according to claim 75, including the step of querying said user for said user-identifying information.

- 15 77. A method according to claim 76, further comprising the step of routing said inquiry to an inquiry handler.

20 78. A method according to claim 77, further comprising the step of providing test result information to said user.

79. In a testing system, a method for evaluating information comprising the steps in any appropriate order of:

- 25 receiving risk assessment information from a plurality of users, the risk assessment information from any one user being specific to said user and being associated with a first identification number;
 receiving an inquiry from one of said users;
 prompting said user to transmit said first identification number associated with said information specific to said user;

obtaining a determination as to whether based on said risk assessment information a recommendation to obtain testing should be provided to said user, and

5 selecting an appropriate recommendation provider from among a plurality of recommendation providers based on said determination; routing said inquiry to the selected recommendation provider.

80. A method according to claim 79, wherein said inquiry is received via electronic communication.

10

81. A method according to claim 79, further comprising the step of providing a recommendation to said user.

82. A method according to claim 81, wherein said recommendation is 15 provided via electronic communication.

83. A method according to claim 79, wherein said plurality of recommendation providers includes at least one common recommendation provider, wherein said step of selecting an appropriate recommendation provider 20 comprises selecting instructions for said common recommendation provider.